



Welcome to this tutorial on Uplink Employer Self Service; Profile and User Maintenance. This section of Uplink allows you to update your account information, add internal users and grant external authorizations, and change your password.



While working in Uplink you should check the menu items in the Profile Maintenance section to make sure all of your account information is correct. For existing SUTA account holders this information has been imported from our existing system. If you have created a new SUTA account you entered this information during your registration process. The Profile Maintenance section allows you to update your business information on your account.

Good Afternoon Breeanne      Wednesday, March 14, 2007      [Help](#) | [Contact](#) | [Resources](#) | [Logout](#)

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### EMPLOYER LEGAL INFORMATION

**COUPLINK**  
unemployment programs

**BDB ASSOCIATES 601059**

Doing Business As : Bdb & Associates      Business Type : Association      FEIN : 33-1234567

| Legal Information  | FEIN : 33-1234567 | Primary Mailing Address   |
|--|-------------------|---|
| Fields marked with an asterisk * are required.                           |                   |   |
| Legal Business Name *  | Bdb Associates    | Address Line 1 * <input type="text" value="1234 E. Beulah Ave."/> |
|  |                   | Address Line 2 <input type="text"/>                               |
| Doing Business As Name <input type="text" value="Bdb &amp; Associates"/> |                   | City * <input type="text" value="Terre Haute"/>                   |
| Business Type* Association   |                   | State <input type="text" value="Indiana"/>                        |
| Formation Date of Corporation or Partnership                             |                   | Zip/Postal * <input type="text" value="47805"/>                   |
| State of Incorporation or Formation                                      |                   | Country * <input type="text" value="USA"/>                        |
| Date Payroll Began in Indiana * 01/01/2006                               |                   | If Other, select country <input type="text"/>                     |
|  |                   | Non USA State/Province <input type="text"/>                       |
|  |                   | Phone <input type="text" value="123-456-7890"/> (999-999-9999)    |
|  |                   | Fax <input type="text" value="234-567-8901"/> (999-999-9999)      |

Using the Legal Information screen you may make changes to information you have previously provided for your account. Only fields with text boxes may be updated. To make changes to any other items you must contact DWD for assistance.

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### RESPONSIBLE PARTY

**COUPLINK**  
unemployment programs

**BD& ASSOCIATES 601059**

Doing Business As : Bal & Associates Business Type : Association FEIN : 33-1234567

Fields marked with an asterisk \* are required.

**Responsible Party**

First Name\*  M.I.

Last Name\*

SSN\*  -  -

Title\*

Phone\*  (999-999-9999)

[Add & New](#) [Clear](#)

| First Name | M.I. | Last Name | SSN         | Title     | Phone        |   |
|------------|------|-----------|-------------|-----------|--------------|---|
| Breeanne   |      | Bal       | 123-45-6789 | President | 123-456-7890 | <a href="#">Delete</a>   <a href="#">Edit</a> |

The responsible party screen allows you to add or update information for responsible parties for your account. Once you have entered the new information you must click on the 'Add & New' button to accept your entry. You may also click on 'Clear' to remove the information prior to adding it to the bottom pane of the screen. At the right of the responsible party line there are 'Delete' and 'Edit' buttons which allow you to remove or make changes to the information listed for that party.

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**ADDITIONAL LOCATIONS** **couplink**  
unemployment programs

**B08 ASSOCIATES 601059**

Doing Business As : Ball & Associates Business Type : Association FEIN : 33-1234567

Fields marked with an asterisk \* are required.

**Additional Locations**

Location Name \*

Address Line1 \*

Address Line2

City Name \*

State\* Indiana

Zip Code\*

Phone \*  (999-999-9999)

Fax Phone Number  (999-999-9999)

[Add & New](#) [Clear](#)

| Name  | Number | Address Line1 | City Name | State | Zip Code |
|-------|--------|---------------|-----------|-------|----------|
| <hr/> |        |               |           |       |          |

The additional locations screen allows you to add additional business locations to your account. After entering the information you must click on the 'Add & New' button to enter it into the pane at the bottom of the screen.

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### CONTACT INFORMATION

**BD8 ASSOCIATES 601059**

Doing Business As : Ball & Associates Business Type : Association FEIN : 33-1234567

Fields marked with an asterisk \* are required.

| Employer Contact Person |  | Helpful Information  |
|-------------------------|--|--|
| Contact Title*          | <input type="text"/>                           | Please provide the names, titles and contact information of the individuals to be contacted concerning any questions or clarifications relating to this account. Accounts must always maintain at least one contact person with the title of Registration Contact. |
| First Name *            | <input type="text"/> M.I. <input type="text"/> |  |
| Last Name *             | <input type="text"/>                           |  |
| Phone*                  | <input type="text"/> (999-999-9999)            |  |
| Fax Phone Number        | <input type="text"/> (999-999-9999)            |  |
| Email Address           | <input type="text"/> (xxx@yyy.zzz)             |  |

[Add & New](#) [Clear](#)

| Contact Title        | First Name | Middle Initial | Last Name | Phone        |   |
|----------------------|------------|----------------|-----------|--------------|---|
| Registration Contact | Breeanne   |                | Ball      | 123-456-7890 | <a href="#">Details</a>   <a href="#">Delete</a>   <a href="#">Edit</a> |

This is the contact information screen which allows you to update or add contact information for those listed on your account. After entering the new information at the top of the screen click on the 'Add & New' button to add it to the list at the bottom of the screen. At the right of each contact information line there are buttons that allow you to view the 'Details' of that contact, or to 'Delete', or 'Edit' the contact information.

Good Afternoon Breeanne Wednesday, March 14, 2007 [Help](#) | [Contact](#) | [Resources](#) | [Logout](#)

### ASSIGN CORRESPONDENCE AGENTS

**BDB ASSOCIATES 601059**

Doing Business As : Bdb & Associates Business Type : Association FEIN : 33-1234567

**Assign Correspondence Agents**

Correspondence Type:

Agent Details: [Search](#)

☐ By checking this box, I certify that I, Breeanne Ball, am a responsible party for Bdb Associates identified for federal tax identification purposes as 33-1234567. I understand that the Indiana Department of Workforce Development (IDWD) maintains three separate and distinct correspondence groups (Benefits, Tax, and Appeals) for the purpose of providing various notices to employers. I understand that I am granting or retracting the selected agent on this screen to right to receive all IDWD correspondence from that correspondence group. I understand that my assignment or retraction thereof in no way relieves Bdb Associates of any liability that may result from Bdb Associates's agent's failure to perform its duties. I agree that Bdb Associates's agent will act in good faith to provide IDWD with all federal information necessary to track and

[Assign](#) [Clear](#)

| Business Name           | First name | Last Name | Phone        | Correspondence Type |  |
|-------------------------|------------|-----------|--------------|---------------------|--|
| Bookkeeping & More Inc. |            |           | 812-473-3585 | Benefits            | <a href="#">Details</a>   <a href="#">Delete</a> |
| Bookkeeping & More Inc. |            |           | 812-473-3585 | Tax                 | <a href="#">Details</a>   <a href="#">Delete</a> |

By using this screen you will be able to update or add additional correspondence agents to your account. After choosing your agent from the searchable list and then clicking on the 'Assign' button the agent will be added to the list of correspondence agents at the bottom of the screen. There can only be one agent each for tax and benefits correspondence. The same agent may be indicated for both types of information.

The screenshot shows a web application interface for 'FEDERAL CERTIFICATION REQUEST'. At the top, there is a header bar with the text 'Good Afternoon', the date 'Wednesday, March 18, 2009', and links for 'Help', 'Contact', 'Resources', and 'Logoff'. The 'COUPLINK' logo is on the right. Below the header, a blue bar displays the number '862'. The main content area is titled 'FEDERAL CERTIFICATION REQUEST' and includes the following fields and options:

- Doing Business As :** (Blank field)
- Business Type :** Corporation For Profit
- FEIN :** 13-4278468
- \* Year:** 2008 (dropdown menu)
- Reason for request:** (Text input field)
- Authorization:** A checkbox labeled 'I, authorized to request a Federal Recertification on behalf of BELL COURIER LLC. I certify that this federal certification request is true to the best of my knowledge'.
- Buttons:** 'Submit' and 'Cancel'.

On the left side, there is a navigation menu for 'INDIANA WORKFORCE DEVELOPMENT' with the following options:

- Home
- Quarterly Reporting
- Make A Payment
- Profile Maintenance
  - Legal Information
  - Responsible Parties
  - Locations
  - Contacts
  - Assign Agents
  - Employer Status Change
  - Federal Certification**
- Employer Summary
- User Maintenance

The employer may submit a request for a federal certification by clicking on Federal Certifications under Profile Maintenance on the left-hand navigation menu. The user must select the year and provide a reason for the request, and check the authorization box before clicking the 'Submit' button.

The screenshot displays the 'FEDERAL CERTIFICATION REQUEST CONFIRMATION' page for 'MISTER MANN'S GAMES' (account number 608263). The page includes a confirmation message, a confirmation number, and a table of user information. The left sidebar contains a navigation menu with options like Home, Quarterly Reporting, Make A Payment, Profile Maintenance, Legal Information, Responsible Parties, Locations, Contacts, Assign Agents, Employer Status Change, Federal Certification, Employer Summary, and User Maintenance. The top navigation bar includes links for Help, Contact, Resources, and Logoff.

Good Morning Mister      Monday, March 16, 2009      [Help](#) | [Contact](#) | [Resources](#) | [Logoff](#)

### FEDERAL CERTIFICATION REQUEST CONFIRMATION

**MISTER MANN'S GAMES 608263**

Confirmation Page [Print](#)

Congratulations! You have successfully finished your federal certification request with the Indiana Department of Workforce Development.  
Your confirmation number is: 7179702

|                             |                        |
|-----------------------------|------------------------|
| Employer Legal Name:        | Mister Mann's Games    |
| Employer Account Number:    | 608263                 |
| Federal Certification Year: | 2008                   |
| Date, Time:                 | 03/16/2009 08:46:45 AM |

Please print this page and keep for your records.

[Home](#)

After requesting the federal certification the user will see this confirmation screen.

The screenshot shows a web application interface for 'INACTIVATE ACCOUNT'. At the top, there is a header bar with 'Good Morning' on the left, the date 'Wednesday, March 18, 2009' in the center, and links for 'Help', 'Contact', 'Resources', and 'Logoff' on the right. The 'couplink' logo is also present. Below the header, a blue bar displays the account number 'i157'. The main content area is divided into sections. The first section, 'Doing Business As:', includes 'Business Type: Proprietorship' and 'FEIN: 61-0922800'. A note states 'Fields marked with an asterisk \* are required.' The second section, 'Inactivate account as of \*:', contains a date picker set to '11/11/2008' with a '(MM/DD/YYYY)' format hint. Below this is a 'Comments\*:' text area with the text 'whatever|'. At the bottom of the form are 'Submit' and 'Cancel' buttons. On the left side, there is a navigation menu for 'INDIANA WORKFORCE DEVELOPMENT' with options: Home, Quarterly Reporting, Make A Payment, Profile Maintenance (expanded), Legal Information, Responsible Parties, Locations, Contacts, Assign Agents, Employer Status Change (highlighted), Federal Certification, Employer Summary, and User Maintenance. The 'couplink unemployment programs' logo is in the top right corner.

The employer may deactivate his account online by clicking on 'Employer Status Change' under Profile Maintenance in the left-hand navigation menu. They will complete the required fields, and then click the 'Submit' button. If the deactivation does not meet business rules the action will fail. No workflow item will be created in either case.

The screenshot shows a web application interface for 'COUPLINK unemployment programs'. The header includes a 'Good Morning' greeting, the date 'Wednesday, March 18, 2009', and navigation links for 'Help', 'Contact', 'Resources', and 'Logoff'. The main title of the page is 'CONFIRM INACTIVATE ACCOUNT'. Below this, the user ID '175157' is displayed. The interface is divided into a left sidebar and a main content area. The sidebar, under the 'INDIANA WORKFORCE DEVELOPMENT' logo, contains a menu with options: 'Home', 'Quarterly Reporting', 'Make A Payment', 'Profile Maintenance' (expanded), 'Legal Information', 'Responsible Parties', 'Locations', 'Contacts', 'Assign Agents', 'Employer Status Change' (highlighted), 'Federal Certification', 'Employer Summary', and 'User Maintenance'. The main content area displays business information: 'Doing Business As :', 'Business Type : Proprietorship', and 'FEIN : 61-0922800'. It also shows a confirmation summary with 'Status Change: Inactive', 'Begin Date: 01/01/2009', and 'Comments: whatever'. A note states 'Fields marked with an asterisk \* are required.' At the bottom of the summary, there are 'Confirm' and 'Cancel' buttons. A separate 'Confirm' button is also located below the summary box.

Good Morning Wednesday, March 18, 2009 [Help](#) | [Contact](#) | [Resources](#) | [Logoff](#)

**CONFIRM INACTIVATE ACCOUNT** **couplink**  
unemployment programs

175157

Doing Business As : Business Type : Proprietorship FEIN : 61-0922800

Fields marked with an asterisk \* are required.

Status Change: Inactive  
Begin Date: 01/01/2009  
Comments: whatever

This screen will appear to confirm the account status change initiated on the previous screen. The employer will click the 'Confirm' button to accept the change.

The screenshot shows a web application interface for 'Couplink unemployment programs'. The header includes a 'Good Morning' greeting, the date 'Wednesday, March 18, 2009', and links for 'Help', 'Contact', and 'Resources'. The main title is 'INACTIVATE ACCOUNT CONFIRMATION'. A confirmation message states: 'Congratulations! You have successfully changed your account status with the Indiana Department of Workforce Development. Your Confirmation Number is 9491535'. Below this, a table displays the status change details:

|                |            |
|----------------|------------|
| Status Change: | Inactive   |
| Begin Date:    | 01/01/2009 |
| Comments:      | whatever   |

A note below the table says: 'Please print this page and keep for your records.' A 'Print' button is located in the top right corner of the confirmation area. The left sidebar contains a navigation menu with the following items: Home, Quarterly Reporting, Make A Payment, Profile Maintenance (expanded), Legal Information, Responsible Parties, Locations, Contacts, Assign Agents, Employer Status Change (highlighted), Federal Certification, Employer Summary, and User Maintenance. The bottom of the page features a blue bar with a 'Home' button.

After confirming the status change this screen will appear to verify the change. The status change will immediately be updated on the Employer Summary page and will be shown on the Confirmation List page.



The User Maintenance section of Uplink gives you the capability to add internal users to your account, or to provide external authorizations for others who may need to access your account information, such as your agent.

Good Afternoon Breeanne      Wednesday, March 14, 2007      [Help](#) | [Contact](#) | [Resources](#) | [Logout](#)

### USER MAINTENANCE

**BDB ASSOCIATES 601059**

Doing Business As: Bdb Associates      Business Type: Association      FEIN: 33-1234567

#### Internal Account Users

| Del User Name                   | Contact Name  | Telephone    | Email           |                      |
|---------------------------------|---------------|--------------|-----------------|----------------------|
| <input type="checkbox"/> BDBALL | Breeanne Ball | 123-456-7890 | bdball@abcd.com | <a href="#">Edit</a> |

#### External Account Authorizations (Agents)

| Del Agent Name  | Contact Name | Telephone    | Email |                      |
|---|--------------|--------------|-------|----------------------|
| <input type="checkbox"/> NATIONAL EMPLOYERS COUNCIL, INC. (NEC) |              | 315-471-2627 |       | <a href="#">Edit</a> |

From the User Maintenance screen you will be able to add or delete internal or external account users by selecting the check box for the user and clicking on the appropriate links on the right side of the user information line. The user information may be revised using the 'Edit' link at the right of the user name information line. You may choose to add your agent as an external account user. An authorization level for the agent will be selected to allow them to maintain your account. Authorization levels range from read only capabilities to full administrative access.

Good Afternoon Breeanne Wednesday, March 14, 2007 [Help](#) | [Contact](#) | [Resources](#) | [Logout](#)

### ADD INTERNAL USER

**BDB ASSOCIATES 601059**

Doing Business As : Bdb & Associates Business Type : Association FEIN : 33-1234567

#### Add User Account

Fields marked with an asterisk \* are required.

Username \*

User First Name \*

User Last Name \*

User Telephone \*  xth

User Email \*

Retype User Email \*

Password \*  (4 to 15 Characters)

Retype Password \*

Secret Question \*

Answer \*

Auth Level \*

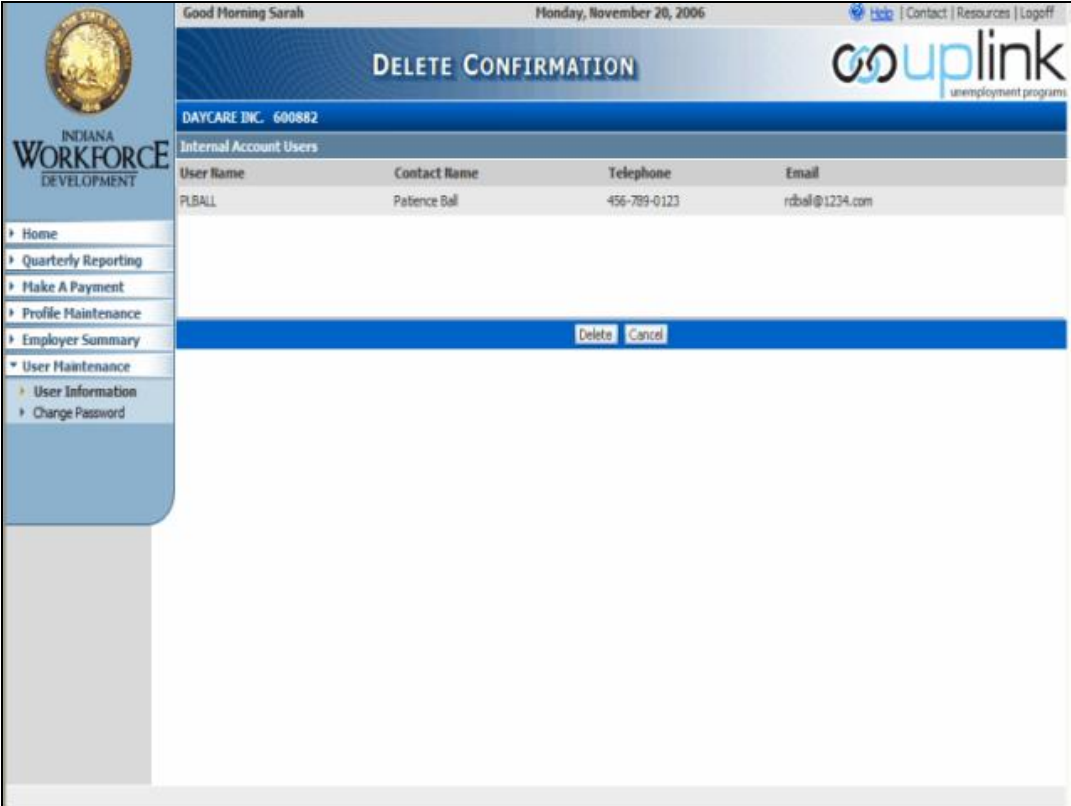
[Add & New](#) [Next](#) [Cancel](#)

This is the screen you will use to add an internal user to your account. A similar screen is available to add an external user (agent) to the account. All fields on this page are required. You must select an authorization level for the internal user by choosing one from the drop down list. The choices available range from profile view only to full administrator access. Once the authorization level has been selected you must click on the 'Add & New' button to complete the action.

The screenshot shows a web application interface for editing an internal user. At the top, a status bar displays 'Good Afternoon Breeanne', the date 'Wednesday, March 14, 2007', and links for 'Help', 'Contact', 'Resources', and 'Logout'. The main header area includes the 'EDIT INTERNAL USER' title and the 'couplink' logo with the tagline 'unemployment programs'. Below the header, a blue bar identifies the user as 'BOB ASSOCIATES 601059'. The main content area is divided into two sections: 'Doing Business As : Bob & Associates' and 'Business Type : Association', with a 'FEIN : 33-1234567' displayed on the right. The 'Edit User Account' section contains a form with the following fields: 'User Name' (pre-filled with 'BOBALL'), 'User First Name\*' (pre-filled with 'Breeanne'), 'User Last Name\*' (pre-filled with 'Ball'), 'User Telephone\*' (pre-filled with '123-456-7890'), 'User Email\*' (pre-filled with 'bobball@abcd.com'), 'Retype User Email\*' (pre-filled with 'bobball@abcd.com'), 'Password\*' (pre-filled with '\*\*\*\*\*'), 'Retype Password\*' (pre-filled with '\*\*\*\*\*'), 'Secret Question\*' (pre-filled with 'Name of high school'), 'Answer\*' (pre-filled with 'Terre Haute North Vigo'), and 'Auth Level\*' (pre-filled with 'Administrator'). A note '(4 to 15 Characters)' is present next to the password field. At the bottom of the form, there are 'Update' and 'Cancel' buttons. On the left side of the interface, a vertical navigation menu lists several options: 'Home', 'Quarterly Reporting', 'Make A Payment', 'Profile Maintenance', 'Employer Summary', 'User Maintenance' (which is expanded to show 'User Information' and 'Change Password'), and 'Change Password'.

| EDIT INTERNAL USER  |   |
|---|---|
| BOB ASSOCIATES 601059   |   |
| Doing Business As : Bob & Associates  | Business Type : Association FEIN : 33-1234567 |
| Edit User Account   |   |
| User Name   | BOBALL  |
| User First Name*  | Breeanne                                      |
| User Last Name*   | Ball  |
| User Telephone*   | 123-456-7890                                  |
| User Email*   | bobball@abcd.com                              |
| Retype User Email*  | bobball@abcd.com                              |
| Password*   | ***** (4 to 15 Characters)                    |
| Retype Password*  | *****   |
| Secret Question*  | Name of high school                           |
| Answer*   | Terre Haute North Vigo                        |
| Auth Level*   | Administrator                                 |
| <input type="button" value="Update"/> <input type="button" value="Cancel"/> |   |

By using this screen you will be able to edit an internal user on your account. All fields are mandatory except for user name, which the user will define. After making your changes in the text boxes click on the 'Update' button.



Good Morning Sarah Monday, November 20, 2006 [Help](#) | [Contact](#) | [Resources](#) | [Logoff](#)

**DELETE CONFIRMATION**  unemployment programs

DAYCARE INC. 600882

Internal Account Users

| User Name | Contact Name  | Telephone    | Email           |
|-----------|---------------|--------------|-----------------|
| PLBALL    | Patience Ball | 456-789-0123 | rcball@1234.com |

[Delete](#) [Cancel](#)

INDIANA WORKFORCE DEVELOPMENT

- Home
- Quarterly Reporting
- Make A Payment
- Profile Maintenance
- Employer Summary
- User Maintenance
  - User Information
  - Change Password

If you choose to delete an internal user this is the confirmation screen you will see. You must then click on the 'Delete' button to complete the transaction.

Good Afternoon Sarah Friday, July 27, 2007 [help](#) | [Contact](#) | [Resources](#) | [Logoff](#)

### ADD EXTERNAL USER

**BALL DAYCARE 600524**

Doing Business As: Business Type: Proprietorship FEIN: 11-1234567

#### Add External User Account

Fields marked with an asterisk \* are required.

Agent Name\* PEGGYLOU DOUGHNUT REVIEWS  Search

User First Name

User Last Name

User Telephone 123-456-7890 Xtn

User Email peggylou@abcd.com

Auth Level\* Quarterly Update

#### Important Information

☒ By checking this box, I certify that I, Sarah Ball, am a responsible party for BALL DAYCARE identified for federal tax identification purposes as 11-1234567. I understand that I am granting or retracting the selected agent on this screen full and exclusive power (based on the authorization level(s) indicated) to represent BALL DAYCARE before the Indiana Department of Workforce Development (IDWD) in connection with all matters affecting BALL DAYCARE unemployment insurance account including all claims for benefits, benefit charges, tax contributions, tax refunds, merit rating, appeals, and/or hearings until I otherwise notify IDWD. I understand that it is my responsibility to maintain and keep current BALL DAYCARE's authorized agent assignments.

This is the screen you will use when adding an external user to your Uplink account. The external user may be an agent you want to allow to access and maintain your account. A search may be done to locate the agent or the name may be entered manually in the text box. Please be sure to enter the correct information as there may be more than one agent with the same name (different locations, etc.) or a similar name. The Authorization Level must be set to allow the agent access to the account. By using the list arrow and making the appropriate selection you can choose which level of activity you want the agent to be able to complete for your account in Uplink. You must put a check mark in the 'Important Information' box to indicate you have read the information and that you are a responsible party for this account.

Good Afternoon Sarah      Friday, July 27, 2007      [Help](#) | [Contact](#) | [Resources](#) | [Logoff](#)

### DELETE CONFIRMATION

**BALL DAYCARE 600524**

External Account Authorizations (Agents)

| User Name                 | Contact Name | Telephone    | Email             |
|---------------------------|--------------|--------------|-------------------|
| PEGGYLOU DOUGHNUT REVIEWS |              | 123-456-7890 | peggylou@abcd.com |

[Delete](#) [Cancel](#)

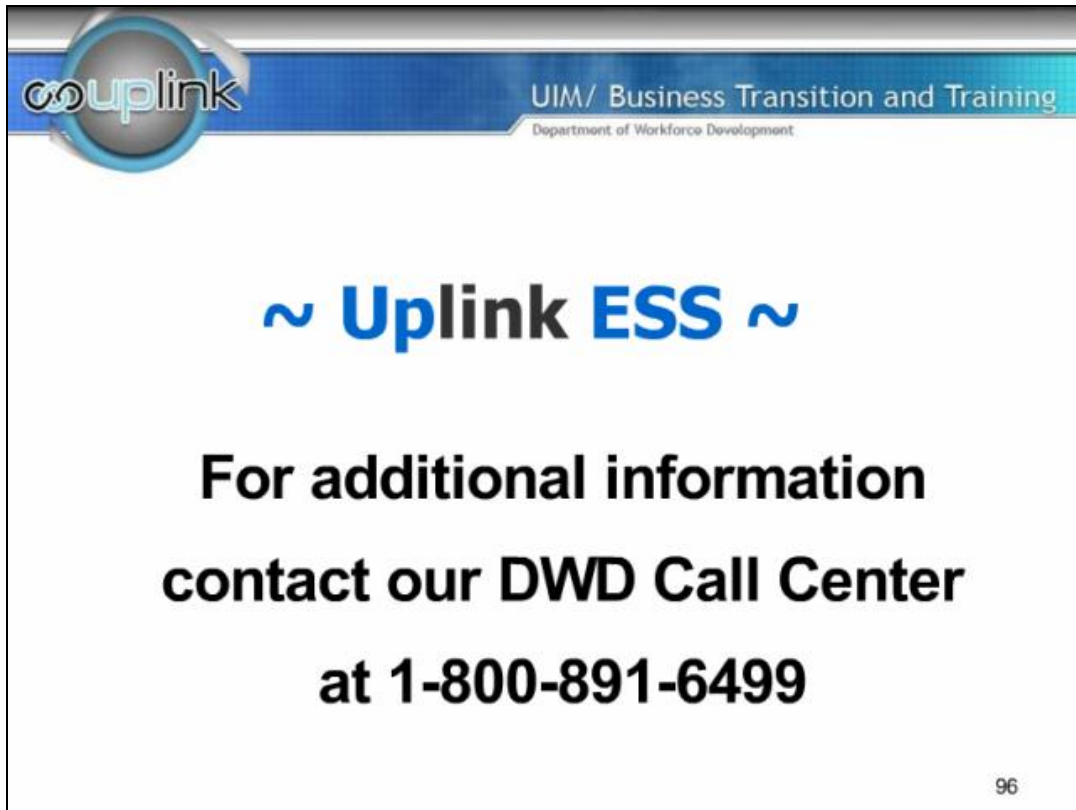
**INDIANA WORKFORCE DEVELOPMENT**

- Home
- Quarterly Reporting
- Make A Payment
- Profile Maintenance
- Employer Summary
- User Maintenance
  - User Information
  - Change Password

If you decide to delete an external authorized user, such as your agent, you will click the 'Delete' link on the right side of the user information line on the User Maintenance screen and be taken to this page. By clicking on the 'Delete' button on this screen you will remove the external user from your account and complete your transaction.

The screenshot shows a web application interface for 'COUPlink unemployment programs'. The header includes a greeting 'Good Afternoon Breeanne', the date 'Wednesday, March 14, 2007', and links for 'Help', 'Contact', 'Resources', and 'Logout'. The main title of the page is 'CHANGE PASSWORD'. Below this, a blue banner displays 'BDB ASSOCIATES 601059'. The user's business information is shown as 'Doing Business As : Bdb & Associates', 'Business Type : Association', and 'FEIN : 33-1234567'. The form section is titled 'Change Password' and includes a note: 'Fields marked with an asterisk \* are required.' There are three input fields: 'Old Password \*', 'New Password \*' (with a note '(4 to 15 Characters)'), and 'Retype New Password \*'. At the bottom of the form are 'Submit' and 'Cancel' buttons. On the left side, there is a navigation menu for 'INDIANA WORKFORCE DEVELOPMENT' with options: Home, Quarterly Reporting, Make A Payment, Profile Maintenance, Employer Summary, User Maintenance (expanded), User Information, and Change Password (highlighted).

If you would like to change your password you can take that action from this screen. Simply enter your current password then enter your new password (making sure it is between 4-15 characters). Retype the new password to confirm and then click on 'Submit'.



Thank you for viewing this video tutorial on Profile and User Maintenance for Uplink Employer Self Service. If you would like additional assistance or need more information please contact our DWD Call Center at 1-800-891-6499.